

A Report of The Level of Efficiency of Road Transport Department (RTD)
In Issuing Driving Licence to Applicant : An Empirical Study Towards The
Case of Flying Licences.

Prepared for : Dr. Hj. Md. Shariff Bin M. Haniff

Lecturer of Research Methodology (MGT 368)

Prepared by : Hamidah Bt. Shahar (98093882)

Rizliana Bt. Che Ramli (98094825)

Faculty of Business and Management

Mara University of Technology

Alor Gajah Campus

MALACCA

Date of submission : 24 March 2001

TABLE OF CONTENTS

LETTER OF TRANSMITTAL	i – ii
TITLE PAGE	iii
ACKNOWLEDGEMENT	iv
EXECUTIVE SUMMARY	v
INTRODUCTION	
✓ PROBLEM STATEMENT	1
✓ RESEARCH OBJECTIVES	2
✓ LITERATURE REVIEW	3 – 4
✓ IMPORTANCE / BENEFITS OF STUDY	5 – 6
METHODOLOGY	
✓ SAMPLING DESIGN	7
✓ RESEARCH DESIGN	8
✓ DATA COLLECTION	8
✓ DATA ANALYSIS	9
LIMITATIONS	10
HYPOTHESIS	11
FINDINGS	12 – 23
CONCLUSIONS	24
RECOMMENDATIONS	25
APPENDICES	
BIBLIOGRAPHY	26

LETTER OF TRANSMITTAL

Diploma in Business Studies (06)
Faculty of Business and Management
Mara University of Technology
Alor Gajah Campus
MALACCA

Dr. Hj. Md. Shariff Bin M. Haniff
Lecturer of Research Methodology (MGT 368)
Mara University of Technology
Alor Gajah Campus
MALACCA

22 MARCH 2001

Dear Sir,

Submission of A Report of ; The Level of Efficiency of Road Transport Department (RTD) in Issuing Driving Licence to Applicant : The Empirical Study towards the Case of Flying Licences.

Regarding o the above matter we, Hamidah Bt. Shahr and Rizliana Bt. Che Ramli from DBS 6E are conducted to do a report to fulfill the requirement on our Research Methodology subject (MGT 368).

2. Referring to the report, the title has been choosing after we had analyzed the whole aspect of the study in order to examines the level of efficiency in RTD management. This can only be done with a guidance and encouragement from Dr. Hj. Md. Shariff Bin M. Haniff.

3. All information in this study are private and confidential. Information on respondents response/ feedback are not disclose to publics to protect their sensibility towards the discussion.

4. We really hope that from this study, it can be a small contributions especially to our lovely country, the government, the societies and as well as personal individual (licence holder/ applicant) in order to bust the syndicate responsible.

5. Lastly, we were inform by Dr. Hj. Md. Shariff Bin M. Haniff to submit the report on March 24, 2001. We hereby submit this report and hope that you will find everything satisfactory.

Thank you.

Yours truly,



(HAMIDAH BT. SHAHAR)

Matrix no : 98093882

Diploma in Business Study

Faculty of Business and Management

Mara University of Technology

Alor Gajah Campus.

Yours truly,



(RIZLIANA BT.CHE RAMLI)

Matrix no : 98094825

Diploma in Business Study

Faculty of Business and Management

Mara University of Technology

Alor Gajah Campus.

EXECUTIVE SUMMARY

This study examines the level of efficiency of Road Transport Department (RTD) in issuing driving licence to applicants : An empirical study towards the case of flying licences. Besides that, this study is addressed to see what are the consequences to the parties involved regarding the case of flying licence.

The objective of this study is to know what is the level of efficiency of RTD and how far and certain party take an action towards this issue.

In this study we are using the secondary data as our valuable resources. We seek for the literature review from the newspaper, magazines, and information from the internet online. Here, we also used a method like giving a sample of questionnaire to the 50 peoples who selected to be our potential respondents. It includes the students and lecturers of Mara University of Technology from Alor Gajah campus and also the publics who lived in Alor Gajah.

Therefore there are several importance or benefits from this study. It depends on the parties involved. For example in this study the importance of this study to licence holder where this study could open their eyes about the consequences that can occur if they think to take the flying licence. Where as on benefits of the RTD staff, this study will be a good lesson for them because of their silly mistake. If we look from the view point of government, this study will encourage them to be more concerned and alert with the problems such like this.

Finally, after all the study done using the Chi-square Test our findings state that there are low performance regarding the efficiency of RTD in issuing driving licence to applicants and most of the respondents blame the RTD management who involved in the case of flying licence.